

Youngevity Success Store FAQs

The new Youngevity Success Store is where you'll choose your own rank up award, and also where you can find Youngevity branded goods to show your Youngevity Nation pride. It's all online, so just log in, browse and shop! Please note that you can see the prize options for everything up to your lifetime rank. Happy Shopping!

Log-in Info:

1. **Click on the link** in the resource center for the Success Store log in.
2. Use your **Youngevity username or Distributor ID and your password**. This will log you in to the Success Store.
3. **Browse the award options at your level.**
4. **Place your order!** You can shop with your award credit (received when ranking up to 2 Star Executive and above when coming to Convention) or with credit card.

FAQ's:

When will my items ship?

We want you to have your new rank items as soon as possible to start enjoying them. But because nearly every item is ordered specifically for you and customized with your rank, delivery times do vary. Below is an approximate timeframe for different types of products:

Most Apparel Items: 10-14 days for production + delivery time

Pocket Squares: 15 days + delivery time

Watches: 14-16 days for engraving + delivery time

Jewelry (other than rings): approx 5 days + delivery time

Rank Rings: please allow 6-8 weeks as they are custom made

Pashminas approx 10-14 days + delivery time

Everyday items: Orders normally ship within 24-48 hrs + delivery time

What are award credits? How do I earn them?

Award credits are the updated replacement to Youngevity's former jacket and ring awards. These award credits are given to Associates when they rank up to at least a 2 Star Executive *and* attend a Youngevity convention (held once per year). Ranking up to a new level will earn you award credit, and for our 4 and 5 Star Executives, holding your rank for three consecutive months or 4 out of 6 months will earn you another award credit for rank consistency.

Do I need to have award credits to purchase something from the Success Store?

No - you may purchase anything you like from the Everyday section or within your rank level, at any time. You do not need to have award credits to make a purchase (although it's more fun!). Additionally, if you do not have enough in award credits to cover the cost of your selection(s), you may pay the difference via credit card at the time of purchase.

Can I purchase items without an award credit?

Yes! The Youngevity Success Store accepts credit cards for all purchases of Award Gifts or Everyday Goods.

How do I use my award credits to pay for my items?

After logging in and selecting items to buy, you'll see an "award credit balance" in the upper right corner of your screen. This will be applied to your purchase when you click the button to apply to your order.

What happens if I don't use all my award credit?

The balance remains connected to your account, and can be used at any time. If you earn additional award credit by ranking up, rank consistency and attending Convention or Regionals, that new award amount will be applied to your account.

How do I earn award credit?

Award credits are given for ranking up or rank consistency in 2 Star Executive and up levels, per Youngevity guidelines. Ranking up means achieving a new rank level, and is awarded a specific amount when you attend Convention. Rank Consistency means ranking and holding your new rank for three consecutive months or four out of six months, and is also presented only at Convention for anyone at the 4 Star Executive and higher.

Can I purchase items that cost more than the award credit I have?

Yes. You are free to select anything within your level, you would just need to pay the difference.

Can I transfer my award credit to someone else?

Sorry no. Award credits are not transferrable, nor redeemable for cash.

Can I purchase internationally?

Yes! Additional shipping charges apply.

What if I have a question about my order?

Please contact Youngevity Success Store Customer Service at 844-200-9686. Regular YGYI Customer Service will not be equipped to help you with your Success Store order.

What is the typical shipping time?

It varies product to product. Because most of the items are customized with your rank, please allow extra time for customization, shipping and handling.

Can I purchase items for another Youngevity Associate?

Everyday goods may be purchased by anyone for anyone. Luxury Award items may only be purchased for yourself, at your current level.

What if my rank level is not correct?

Rank levels directly tied to your Youngevity log in. If you have any concerns, please reach out to

the Qualifications Team about your rank, or email: recognition@youngevity.com.

What if I have questions about my rank level or award credit?

Please reach out to customer service at Youngevity, or you can email recognition@youngevity.com.

Will these items always be available?

Due to the seasonality of some of the recognition gifts (handbags in particular), we may change items out from time to time. If you see something you love - get it now!